



## **The Cellar Trust How to Make a Complaint**

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At The Cellar Trust we aim to provide quality services to everyone who comes into contact with our organisation. If you have a concern about any aspect of our service or organisation, we would be grateful if you could bring this to our attention so that we may investigate and hopefully improve the service we offer and rectify any mistakes.

The Cellar Trust has a complaints procedure designed to deal with your complaint quickly and efficiently. We hope to deal with most queries at the time they arise and with the person concerned. We will sometimes have to investigate a complaint and will try to deal with your complaint within stated guidelines from The Cellar Trust Complaints Policy. This is available on our website or on request from any member of staff or by phoning 01274 586474.

### **What to do if you wish to make a complaint**

There are a number of options open to you depending on the nature of those concerns. In the first instance you should speak directly to your worker (if applicable) or any other member of staff to let them know your concerns and what you would like to see changed. They will then advise you of the next stage. Please refer to the Complaints Policy for further details.

If you are worried about talking to a worker, or have already spoken to them and you are still unhappy with the situation, you should ask to talk to a manager or different member of staff.

If you feel that the situation remains unresolved then we invite you to submit a formal complaint in writing, using our Complaints Form. Please ask any member of staff for a copy of our Complaints Policy and form or you can download these from our website:

<https://www.thecellartrust.org/complaints-policy/>

You can return your Complaints Form to a member of staff in person or by post to The Complaints Manager, The Cellar Trust, Farfield Road, Shipley BD18 4PQ, marked Private and Confidential. We have a dedicated complaints email address which you can use to submit your complaint if you wish to: [complaints@thecellartrust.org](mailto:complaints@thecellartrust.org)

### **Our commitment to you**

- The Cellar Trust takes all complaints very seriously
- We will deal with them effectively and efficiently
- We will keep you informed about what is happening to your complaint
- We will take action where we think it is necessary

Please note that this practice adheres strictly to the rules of confidentiality and we cannot provide confidential information if you are making a complaint on behalf of someone else. We would need written permission from the client concerned.